Department Description

The OneSD Support Department was created to provide a support structure for the Enterprise Resource Planning (ERP) system.

The ERP system consolidates a wide range of financial, logistics, and human resource functions into a single integrated system. Operational use of the ERP system marks a new era in the City by replacing a collection of custom-built, non-integrated software applications with an enterprise-wide, commercial off-the-shelf (COTS), integrated software solution which will be the foundation for the City's core business processes for many years to come.

The Department is based on the Business Application Competency Center (BACC) model. The administrative, functional, development, and technical resources required for ongoing operations and maintenance are co-located in the same facility dedicated to supporting the enterprise-wide suite of Systems Applications and Products in Data Processing (SAP) applications. This is an industry-proven model for providing high quality and cost-effective support.

The Department's mission is:

> *To provide the highest quality ERP support services in order to maximize the efficiency of City operations, enable the delivery of business processes, and to enhance the quality of services*

Goals and Objectives

Goals and objectives have been reprinted here as they were adopted in the Fiscal Year 2010 budget. They will be revisited during Fiscal Year 2012.

Goal 1:   Provide exceptional customer service
The Department will move toward accomplishing this goal by focusing on the following objectives.
   •   Provide accurate and timely response to user requests

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- Provide continuous SAP knowledge empowerment to stakeholders

Goal 2:   Increase business value from the City's ERP
The Department will move toward accomplishing this goal by focusing on the following objective.
- Enable continuous process improvement

Goal 3:   Create and maintain a sustainable, business focused organization
The Department will move toward accomplishing this goal by focusing on the following objectives.
- Identify and use a governance framework to provide strategic direction and prioritization of ERP initiatives
- Implement best practices for SAP support

Goal 4:   Develop and maintain a skilled technical and functional workforce
The Department will move toward accomplishing this goal by focusing on the following objective.
- Recruit and retain skilled technical and functional staff

Service Efforts and Accomplishments

The Finance and Logistics (FILO) modules of the OneSD system were successfully implemented on July 1, 2009. Interim achievements toward this accomplishment included:

FILO Integration Testing continued in April 2009
- FILO Training (May/June 2009)
- FILO 'Go Live' (July 1, 2009)
- FILO Stabilization Phase (July 2 through mid-August 2009)
- Year-End Closing Forum with Directors and Financial Management staff (May 28, 2009)
- Readiness Conference at the Mayor's Management Team meeting (June 1, 2009)
- FILO SAP training provided for more than 2,000 employees at multiple City training facilities throughout the City (May 2009-July 2009)

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Department Summary

	FY2010 Budget	FY2011 Adopted	FY2010–2011 Change
Positions	19.00	**19.00**	0.00
Personnel Expenses	$ 1,907,611	$ **2,590,420**	$ 682,809
Non-Personnel Expenses	10,685,250	**14,694,243**	4,008,993
Total Department Expenses	**$ 12,592,861**	**$ 17,284,663**	**$ 4,691,802**
Total Department Revenue	**$ 12,898,704**	**$ 17,284,663**	**$ 4,385,959**

OneSD Support Fund

Department Expenditures

	FY2010 Budget	FY2011 Adopted	FY2010–2011 Change
Administration	$ 10,967,153	$ **8,220,529**	$ (2,746,624)
Functional Support	1,625,708	**1,982,264**	356,556
Technical Support	–	**7,081,870**	7,081,870
Total	**$ 12,592,861**	**$ 17,284,663**	**$ 4,691,802**

Department Personnel

	FY2010 Budget	FY2011 Adopted	FY2010–2011 Change
Administration	0.00	**2.00**	2.00
Functional Support	17.00	**15.00**	(2.00)
Technical Support	2.00	**2.00**	0.00
Total	**19.00**	**19.00**	**0.00**

Significant Budget Adjustments

	FTE	Expenditures	Revenue
Addition of Program Managers Addition of 3.00 Program Manager positions based on applicable job duties and descriptions. These positions are responsible for overseeing Citywide support of the OneSD ERP Financial, Logistic and Human Capital Management modules.	3.00	$ 578,976	$ –
Addition of Program Managers Addition of 2.00 Program Managers for functional and technical support.	2.00	372,731	–
Adjustment to Contracts and Equipment Outlay Funding allocated according to a zero-based annual review of contract and equipment outlay requirements.	0.00	60,000	–
Reduction of Business System Analyst II A reduction 1.00 Business System Analyst II due to workload adjustments. This position is being transferred to the Human Resources Department.	(1.00)	(103,372)	–
Reduction of Business Systems Analyst II positions. 3.00 Business Systems Analyst II positions are reduced to offset the addition of 3.00 Program Manager positions, and 1.00 Business Systems Analyst II position was reduced due to workload adjusments.	(4.00)	(413,489)	–

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Significant Budget Adjustments *(Cont'd)*

	FTE	Expenditures	Revenue
Revised Revenue	0.00	–	4,385,959
Adjustment to reflect Fiscal Year 2011 revenue projections.			
Total	**0.00**	$ **494,846**	$ **4,385,959**

Expenditures by Category

		FY2010 Budget		FY2011 Adopted		FY2010–2011 Change
PERSONNEL						
Salaries and Wages	$	1,277,973	$	**1,701,176**	$	423,203
Fringe Benefits		629,638		**889,244**		259,606
PERSONNEL SUBTOTAL	$	**1,907,611**	$	**2,590,420**	$	**682,809**
NON-PERSONNEL						
Supplies	$	4,400	$	**4,400**	$	–
Contracts		337,311		**133,052**		(204,259)
Information Technology		5,673,080		**8,325,113**		2,652,033
Energy and Utilities		21,386		**17,255**		(4,131)
Other		7,727		**65,019**		57,292
Capital Expenditures		60,000		**60,000**		–
Debt		4,581,346		**6,089,404**		1,508,058
NON-PERSONNEL SUBTOTAL	$	**10,685,250**	$	**14,694,243**	$	**4,008,993**
Total	$	**12,592,861**	$	**17,284,663**	$	**4,691,802**

Revenues by Category

		FY2010 Budget		FY2011 Adopted		FY2010–2011 Change
Charges for Current Services	$	5,332,843	$	**7,138,566**	$	1,805,723
Other Financial Sources (Uses)		7,565,861		**10,146,097**		2,580,236
Total	$	**12,898,704**	$	**17,284,663**	$	**4,385,959**

Personnel Expenses

Job Number	Job Class	Job Title / Wages	FY2010 Budget	FY2011 Adopted	Salary Range		Total
20000102	1183	Accountant 4	2.00	**2.00**	$66,768 -	$88,982	$ 172,626
20000119	1218	Associate Management Analyst	1.00	**0.00**	54,059 -	65,333	–
20001247	1022	Business Systems Analyst 2	0.00	**2.00**	59,467 -	71,864	118,933
20001246	1021	Business Systems Analyst 3	0.00	**3.00**	65,416 -	79,061	196,248
20001101	2132	Department Director	0.00	**1.00**	59,155 -	224,099	132,001
20001172	2217	Financial Operations Manager	1.00	**0.00**	25,376 -	148,200	–
20001261	1243B	Information Systems Administrator	0.00	**3.00**	73,466 -	88,982	220,398
20000178	1243	Information Systems Administrator	1.00	**0.00**	73,466 -	88,982	–
20000290	1348	Information Systems Analyst 2	1.00	**0.00**	54,059 -	65,333	–
20000293	1349	Information Systems Analyst 3	1.00	**0.00**	59,363 -	71,760	–
20000377	1401	Information Systems Technician	5.00	**0.00**	42,578 -	51,334	–
20000694	1659	Payroll Audit Supervisor-Personnel	2.00	**0.00**	43,638 -	52,707	–
20001182	2228	Principal Accountant	1.00	**0.00**	19,323 -	151,840	–
20001222	2270	Program Manager	1.00	**7.00**	46,966 -	172,744	780,079
20000015	1106	Senior Management Analyst	1.00	**0.00**	59,363 -	71,760	–
20000970	1917	Supervising Management Analyst	1.00	**1.00**	66,768 -	80,891	80,891

Personnel Expenses *(Cont'd)*

Job Number	Job Class	Job Title / Wages	FY2010 Budget	FY2011 Adopted	Salary Range		Total
20000756	1746	Word Processing Operator	1.00	**0.00**	31,491 -	37,918	–
Salaries and Wages Subtotal			**19.00**	**19.00**		$	**1,701,176**
		Employee Offset Savings				$	40,711
		Flexible Benefits					166,809
		Long-Term Disability					12,095
		Medicare					19,678
		Other Post-Employment Benefits					97,993
		Retirement ARC					474,773
		Retirement Offset Contribution					5,431
		Risk Management Administration					15,680
		Supplemental Pension Savings Plan					48,405
		Unemployment Insurance					2,708
		Unused Sick Leave					1,075
		Workers' Compensation					3,886
Fringe Benefits Subtotal						$	**889,244**
Total Personnel Expenses						$	**2,590,420**

Budget by Program

	FY2011 Positions	FY2011 Expenditures		FY2011 Revenue	
General Administration/Management	2.00	$	6,635,383	$	12,964,959
IT Non-Discretionary	0.00		7,463,265		–
OneSD Functional Support	17.00		2,324,167		4,319,704
OneSD Technical Support	0.00		861,848		–
Total	**19.00**	$	**17,284,663**	$	**17,284,663**

OneSD Support

Revenue and Expense Statement (Non–General Fund)

OneSD Support Fund	FY2010 Budget[*]		FY2011 Adopted
REVENUE			
Services to the General Fund	$ 7,565,861	$	10,146,097
Services to Other Funds	5,332,843		7,138,566
TOTAL REVENUE	**$ 12,898,704**	**$**	**17,284,663**
TOTAL BALANCE, RESERVES, AND REVENUE	**$ 12,898,704**	**$**	**17,284,663**
OPERATING EXPENSE			
Personnel Expense	$ 1,907,611	$	2,590,420
Non-Personnel Expense	10,685,250		14,694,243
TOTAL OPERATING EXPENSE	**$ 12,592,861**	**$**	**17,284,663**
TOTAL EXPENSE	**$ 12,592,861**	**$**	**17,284,663**
BALANCE	**$ 305,843**	**$**	**–**
TOTAL EXPENSE, RESERVES, AND BALANCE	**$ 12,898,704**	**$**	**17,284,663**

[*] At the time of publication, audited financial statements for Fiscal Year 2010 were not available. Therefore, the Fiscal Year 2010 column reflects final budget amounts from the Fiscal Year 2010 Adopted Budget. As such, current fiscal year balances and reserves are estimates of carryover from the previous fiscal year.